



NATIONAL ASSOCIATION OF
COMMUNITY HEALTH CENTERS®

REVENUE CYCLE 360°

Austin, TX • June 4-5, 2025





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COMMUNITY HEALTH CENTERS®

This training will provide Continuing Education Unit (CEU) and Continuing Professional Education (CPE) credits. Recommended CEUs and CPE credit units in the “Specialized Knowledge” category will be available for this program and posted on this website by December 1, 2024.

Delivery Method:
In-Person

Prerequisites/Pre-Work:
None

Program Level:
Basic



**NACHC Teachings
are green!**

Participants will be provided a link to all presentation materials prior to the training.



ACCOUNTING PROFESSIONALS (CPE)

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. (Sponsor #108392)

2025 TRAINING

REVENUE CYCLE 360°

The National Association of Community Health Centers (NACHC) is pleased to offer the Revenue Cycle 360° training. This two-day training provides key health center staff with in-depth guidance on the unique and complex revenue cycle for Federally Qualified Health Centers

(FQHCs), including developing effective billing departments, analyzing and maximizing patient revenue and collections, and accurate reporting of accounts receivable. In addition, this training will identify techniques and tools to improve coding and documentation to drive financial and operational performance and legal compliance.

Learning Objectives:

By the end of this two-day training, the participants will be able to:

- ▶ Establish effective billing and collections systems.
- ▶ Explain the characteristics and types of patient revenue.
- ▶ Formulate recommendations on how to maximize revenue through operational improvement strategies.
- ▶ Describe the importance of documentation and coding for correct reimbursement and legal compliance.
- ▶ Analyze the revenue cycle and comprehend the principles of cost-based reimbursement.

Austin, TX • June 4-5, 2025

Pricing Information:

Early Bird Registration Fee: \$875 if registration received by May 21, 2025

Regular Registration Fee: \$975 if received after May 21, 2025

Registration Cut-off Date: May 21, 2025

Registration is based on a 150-participant capacity. Registration will close when capacity is reached the online cutoff date of May 21, 2025, whichever comes first.

To register online for this seminar, visit: www.nachc.org and click Trainings & Events. For questions and comments, contact eventlogistics@nachc.com or call (301) 347-0400.

Housing Information:

Hotel: Hotel Indigo Austin Downtown - University
810 Red River St, Austin, TX 78701

Group Rate: \$139/night

Reservation Cut-off Date: May 3, 2025

Instructions: Book your room online [here](#). Click the link, then click “Book Now” and enter your needed dates. The group code, “NAC,” will be automatically applied under the “Rate Preference” drop box. Make sure the “Travel Agent” option is unselected.

NACHC has negotiated a discounted rate of \$139/night, which will be honored until the date above or until the block has sold out, whichever occurs first.

Tip: We encourage you to register and pay (by credit card) for this training and book your hotel accommodations on the same day. A confirmed hotel reservation does not guarantee a spot in the training. If you have not received confirmation for participation in the training, you will be responsible for any hotel cancellation fees.

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,625,000 with 58.3 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

Day 1 • Wednesday, June 4, 2025

9:00 – 10:30 am

FQHC Medicare PPS: What you need to know.

This session will focus on Medicare FQHC PPS basics and any reimbursement changes and/or updates. Areas that will be covered include Rate setting for G-codes, billing for same day visits, and definition of new patients.

Gervean Williams, MS, MIT, Director, Finance Training and Technical Assistance, NACHC
Catherine Gilpin, CPA, Partner, FORVIS

1.8 CPE/ 1.5 CEU

10:30 – 10:45 am

Break

10:45 am–12:30 pm

Sliding Fee and Charge Setting

This session will review the requirements and different methodologies in operationalizing a sliding fee program for health centers.

Gervean Williams, MS, MIT, Director, Finance Training and Technical Assistance, NACHC
Catherine Gilpin, CPA, Partner, FORVIS

2.0 CPE/ 1.75 CEU

12:30 – 1:30 pm

Lunch

1:30 – 3:00 pm

Enhancing Patient Revenue: The Critical Role of Coding and Documentation

Effective coding and documentation are essential for optimizing patient revenue and ensuring financial sustainability. This session will explore the vital link between accurate coding practices and robust documentation processes.

Participants will gain insights into best practices for coding accuracy, the impact of documentation on reimbursement, and strategies to streamline workflows for improved efficiency. We will discuss real-world examples highlighting the consequences of coding errors and insufficient documentation, as well as the financial benefits of compliance and accuracy.

Rebekah Pardeck, CMPE, CPC, CPCO, President, Archive Revenue

1.8 CPE/ 1.5 CEU

3:00 – 3:15 pm

Break

3:15 – 4:45 pm

Attributes of Better Performing Revenue Cycle Department

This session will review the types of reimbursement health centers encounter and the essential functions required to accurately record revenue, manage accounts receivable and provide management reports that allow optimal oversight and cash flow for all types of payers. The session also includes evaluating revenue trends, understanding characteristics of receivables, diagnosing collection issues, and maximizing collection efforts.

Ray Jorgensen, President, Ray Jorgensen Consulting and Partner at PMG Credentialing

1.8 CPE/ 1.5 CEU

Day 2 • Thursday, June 5, 2025

9:00 – 11:00 am

Timely Considerations for Adapting to Change in Patient Intake Processes

As the healthcare landscape continues to evolve, FQHCs face unique challenges and opportunities in the patient intake process. We will delve into recent developments that are reshaping how organizations manage patient intake, highlighting strategies that enhance accuracy, patient care and revenue capture. Furthermore, we will discuss the implications of value-based care and payer considerations on the patient intake process. With a growing emphasis on outcomes and patient satisfaction, FQHCs must align their intake practices with the expectations of payors.

Rebekah Pardeck, CMPE, CPC, CPCO, President, Archive Revenue

2.4 CPE/ 2.0 CEU

11:00 – 11:15 am

Break

11:15 am – 12:30 pm

Time to Implement, Update or Enhance a Denial Management Program

While eliminating every denied claim may not be possible, FQHCs can implement processes to assist in minimizing denials and increasing timely paid claims. A well-defined denial management program can create an environment that manages claims, focuses on steps to generate clean claims, determines root causes for denials and monitors success. This session will provide an outline of an effective denial management approach and steps an organization can consider whether developing an initial program or enhancing processes already in place to address this often overlooked but impactful area of revenue cycle management.

Rebekah Wallace Pardeck, CMPE, CPC®, CPCO™, President

1.5 CPE/ 1.25 CEU

12:30 – 1:30 pm

Lunch

1:30 – 3:00 pm

Key Performance Indicators and Case Study Review

Learn about practical management and operating functions that should be undertaken before, during, after and simultaneously throughout the patient visit process to maximize cash collections and effectively manage accounts receivables. This session will include case studies.

Ray Jorgensen, President, Ray Jorgensen Consulting and Partner at PMG Credentialing

1.8 CPE/ 1.5 CEU

3:00 – 3:15 pm

Break

3:15 – 4:30 pm

Health Center Enrollment/Credentialing... Avoidable Negligence

Does your health center comply with HRSA Compliance Manual Chapter 5 (e.g., vetting providers BEFORE they see patients?). Is CAQH a definitive source or provide attestation? Why is the Medicare/ Medicaid provider exclusion list important? What's the difference between Locum Tenens and "Incident to" billing? Why can't we bill new providers under another employed provider's NPI? Attend this session to get answers to these questions and more. Too many health centers are unaware of the liabilities, and lost income, resulting from not optimally, accurately, and/or completely enrolling providers with targeted health plans. The money lost is real as is the potential illegal activity resulting from being misinformed.

Ray Jorgensen, President, Ray Jorgensen Consulting and Partner at PMG Credentialing

1.5 CPE/ 1.25 CEU

REGISTRATION FORM

2025 TRAINING REVENUE CYCLE 360°

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (____) _____ Fax (____) _____

COST INFORMATION*

REVENUE CYCLE 360°

Early Bird Registration \$875 per person
(if received by May 21, 2025) \$ _____

Regular Registration \$975 per person
(if received after May 21, 2025) \$ _____

PAYMENT INFORMATION

(Payment **MUST** be received with registration form.)

Check (payable to NACHC) MasterCard Visa American Express

Total amount enclosed \$ _____

Card Number _____ Exp. Date _____

Print name as it appears on credit card _____

Cardholder's signature _____

*Note: Registration is not final until NACHC confirmation is received.
This may take up to two weeks from NACHC's receipt of REGISTRATION FORM.*



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2025 TRAINING REVENUE CYCLE 360°

June 4-5, 2025

In-Person

THREE WAYS TO REGISTER



ELECTRONICALLY

Online registration is available.
Go to www.nachc.org.
Click Trainings, find the date and
name of the training and click
"register now."



MAIL

Mail Registration to:
NACHC Meetings/Acct. Dept.
7501 Wisconsin Avenue
Suite 1100W
Bethesda, MD 20814
**Mail Registration by
April 23, 2025**



FAX

Send registration form with credit
card information to (301) 347-0457.
**Fax Registration by
May 14, 2025**

**NOTE: Registration forms will not be
processed without payment.**

NACHC CANCELLATION POLICY:

All Cancellations must be in writing and
must be received at NACHC on/before
May 21, 2025.

- Cancellations received on/before
May 21, 2025 will be assessed a \$100
processing fee.
- Cancellations received after
May 21, 2025 are not refundable.
- Cancellations after the conclusion of
the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

To cancel your reservation, please send
a request in writing to the Training and
Technical Assistance Department at
eventlogistics@nachc.com.

NACHC CANCELLATION POLICY:

If NACHC cancels or postpones a
conference or online offering,
NACHC will automatically issue a
100% registration refund.

For more information on our cancellation
policies please contact our offices at
301-347-0400.